## **Traffic and Revenue Highlights**

or the first half of FY 2011, July through December 2010, there were a total of 57.9M vehicle transactions, representing a 2.2% growth rate or 1.3M more transactions than the same 6-month period of FY 2010, with total revenue of \$63M, representing a 1.9% growth rate or \$1.2M more revenue

than the same 6-month
period of FY 2010. Both
totals represent unaudited
traffic and revenue. The
Hampton Mainline plaza
continues to generate the
largest percentage of

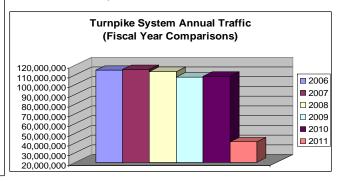
the same 6-month
od of FY 2010. Both
s represent unaudited
ic and revenue. The
pton Mainline plaza
inues to generate the

revenue with \$48.5M, \$34.5M of which is out of state \*

#### E-ZPass Total Market Share FYTD (July—December 2010)

	Hampton Main	60.47%	Hampton Side	63.14%
	Hooksett Main	56.94%	Hooksett Ramp	60.16%
	Bedford Main	65.44%	Exit 10	76.10%
ı	Dover	64.80%	Exit 11	72.34%
	Rochester	63.17%	Exit 12	74.07%





#### \*Out-of-State 48,565,722 34,515,683 71.1% 22,372,436 Hooksett Mair 23,524,924 7.339.373 31.2% 24.514.788 20.2% 4,041,724 25.1% 17,377,045 13.8% 16,100,772 12.881.175 9,514,179 8.2% 3,390,007 Hampton Ram 2.055.442 7.7% 13.088.306 8,982,858 Dover Plaza 4.7% 1.247.672 8.058,990 5,491,021 Merrimack Exit 11 3,375,744 1.2% 185.761 1,407,586 153,369 Merrimack Exit 12 (Bedford 2.812,625 1.178,418 1.0% 13.0% Hooksett Ramp 2.289.002 1.121.778 1.0% 180,313 16.1% 1.529.710 241,118 Merrimack Exit 10 (Industrial 681,069 0.6% \$ 116,568,327 \$ 53,350,462

RANKING OF TRAFFIC & REVENUE REPORT

\*Estimated cash revenue for NH and out-of-state customers is based on the percentage of E-ZPass NH and out-of-state transaction: which correlate well with the license plate survey information contained in the Technical Memorandum completed by Vollmer

## Toll \$ Hard at Work for Our Customers

following capital improvement programs are considered priorities to address nineteen redlist bridges, improving safety and congestion, and are included in the Turnpike Capital Program. Projects authorized under HB391, which includes the Hooksett and Bedford ORT projects, Dover portion of the Newington-Dover project and I-95 transfer, are also included below but are unfunded (\$ amount in millions of dollars).

#### **SPAULDING TURNPIKE**

\$127.6 Rochester 10620G through L Spaulding Turnpike Expansion—Exits 11-16

\$218.1\*\* Newington-Dover 11238 Spaulding Turnpike Expansion—LBB & Exits 3 through 6

\$345.7 Subtotal

#### **BLUE STAR TURNPIKE**

Hampton Falls-Hampton 13408B I-95 Bridge Replacement over Taylor River

Hampton-North Hampton 15678A through D Open Road Tolling (ORT) mainline toll

\$3.1 Seabrook 15769 NH 107 Bridge Widening over I-95

Portsmouth 15760 I-95 Sound wall

Subtotal \$33.6

#### F. E. EVERETT TURNPIKE

Merrimack 12105 FEET Rehabilitation over Souhegan River

Manchester 14048 I-293 Bridge Rehabilitation over Black Brook

\$22.7 Bow-Concord 13742A through C I-93 Bridge Redecking (4 Bridges)

\$39.8 Manchester 14966 I-293 Exit 4 Bridge Rehabilitation (5 Mill Yard Bridges)

\$14.0 Bedford 13527 US 3 Bridge Replacement over FEET

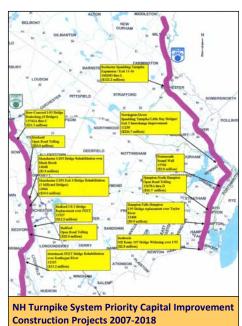
Hooksett Open Road Tolling (ORT) -\$20.5 mainline toll

Bedford Open Road Tolling (ORT) mainline toll

\$137.6 Subtotal

\$516.9 Grand Total / \$408.7 Funded Total \*

\*\*Totals have been reduced to account for the federal funds (totaling \$41.4M in earmark, TCSP and CMAQ federal funds) that either have been designated or are envisioned for the Newington-Dover project.



## Editor: Robert A. Christensen, CAGS, Toll Manager E-mail: rchristensen@dot.state.nh.us

# The Road Ahead

2011 Winter/Spring

NH Department of Transportation, Bureau of Turnpikes





## **ORT Proves to be a Big Benefit**

pen Road Tolling (ORT) has proved to be a Toll Plaza by reducing the volume of traffic great benefit to I-95 customers since its opening in June 2010. ORT brought the promise of reduced traffic delays and improved operations and has delivered in a big way. An example was the first major travel holiday following its opening-July 4th weekend, 2010. Normally one of the largest traffic back-up weekends of the year, there

were no significant traffic backups at the Hampton Tolls all weekend. Only moderate traffic queues of nine to ten cars were experienced at the height of the traveling day.

People love convenience E-ZPass and ORT have brought to the once-congested Hampton Toll

Plaza and have stated such in many positive emails to the Bureau and Department.

ORT reduces traffic congestion and travel delays both for motorists using ORT and those using a staffed toll lane. Traffic is able to flow through the Plaza safely and efficiently.

ORT reduces the overall noise associated with a



Above: Open Road Tolling at the Hampton Toll Plaza, June 2010, the first ORT in New England, provides for smooth sailing on I-95

Inset: Original Hampton Toll House June 1950 (photo courtesy Lane Memorial Library, Hampton)

decelerating and then accelerating to highway speeds. A significant reduction in tractor-trailer braking noise has been evident as over 80% of trucks have E-ZPass and now use the ORT lanes.

ORT also reduces vehicle emissions due to a reduction in the number of vehicles braking, stopping and accelerating at the barrier. As well saves on fuel consumption. HNTB has

> estimated 180,000 delays of annually will eliminated and 276,000 gallons of fuel saved

Hampton Tolls at a faster rate than at any other

plaza due, in large part, to ORT. At the Hampton Mainline Tolls, E-ZPass use grew at a rate of 3.6% higher during the period of June 1, 2010 to December 31, 2010 as compared to the same period of 2009. E-ZPass use over the rest of the system, not including Hampton Mainline, including its ORT, grew at an average rate of 0.81%, comparing the same two time periods.

Additional work still remains at the Hampton Toll Plaza and includes Project 15678D - rehabilitation of the existing Toll Plaza. This project involves replacing existing concrete within the lanes, new lighting and painting of the plaza. The advertising date was June 29, 2010 with a completion date of May 20, 2011 when the plaza's full retrofit and renovation is complete.

ORT is targeted to be installed at the Hooksett Toll Plaza on I-93 in 2013. This will greatly enhance throughput of traffic heading to and from the Concord area. \*



Christopher M. Waszczuk, PE **Administrato** John Corcoran, PE Assistant Administrator David Smith, MBA Assistant Administrator



## **Foints of Interest:**

- Over 20 million transponders in circulation in 14 states
- Over 12 million accounts in 14 states.
- Represents 80% of electronic toll collection in the U.S.
- 69.4% of all toll transactions in the U.S.
- Accepted at 24 member agencies in 14 states.

ource: www.e-zpassiag.com

### Inside This Issue:

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Toll \$ Hard at Work for

**Our Customers** 

Page 2 The Road Ahead

## Winter Operations on the Turnpikes

Winter has arrived across New Hampshire and the Bureau of Turnpikes Highway Maintenance division is in full operation with plowing, storm drainage, culvert clearing and, among many other tasks, road-surface brine application.

New this year, the Bureau of Turnpikes is using anti-icing liquids in two different application methods. One method is called "pre-treating". This process consists of applying anti-icing liquids to the road surface before a storm, which helps prevent snow and ice from bonding to the road surface. The other process is called "pre-wetting". This process consists of applying anti-icing liquids to salt as it is being spread onto the road, which provides moisture needed to



Turnpikes' new WK-800 "SNOGO" Snow Remover

## **Winter Driving Reminder**

Be sure to leave plenty of room around plow trucks as they are operating. Between blind spots and your not knowing when they need to move from side to side, it is important to allow sufficient travel space on all sides.



activate the salt, as well as reduce the bounce of the salt, keeping more of it in place where vehicles travel. The liquid being used is a blend of 80% salt brine and 20% Ice B'Gone. Salt brine is made up of 24% sodium chloride (salt) and 77% water. Ice B'Gone is an environmentally-friendly liquid primarily made from magnesium chloride and high fructose corn syrup. This blend of anti-icing liquids is manufactured at the Bureau of Turnpikes' Hampton Maintenance facility. This newly-constructed facility consists of six 5,500-gallon storage tanks and brine making equipment that allows for the production, mixing and storage of anti-icing liquids. A 3,000-gallon batch of 80/20 blend can be made in about an hour. The results include safer roads, reduced costs and a more environmentally-friendly way to maintain the highways. An additional anti-icing liquid manufacturing site is planned for the Merrimack Maintenance facility in the near future. As of mid-January, 90% of Turnpikes' heavy trucks were outfitted with saddle-tank pre-wet systems that allow for the prewetting of salt which increases its effectiveness by 20-30%. This will aid in reducing salt usage without compromising the winter maintenance operation.

One of the new challenges of winter maintenance for Turnpikes is that of keeping the new Open Road Tolling (ORT) lanes clear of snow. What makes this different from normal snow removal operations is the restriction of the higher barriers that run the entire length of the ORT area in Hampton. Snow cannot be stored alongside the shoulders. It must be physically removed over a long distance (2,000 feet).

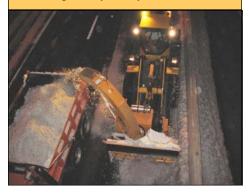
To help remove the needed volume of snow. Turnpikes acquired and runs a Wasau-Everest WK-800 snow remover that operates on the front end of a loader and uses a self-running, 150 hp Cummins diesel engine. The unit is capable of removing 1,200 to 1,500 tons of snow per hour, or about 20 tons per minute. Keeping up with that kind of capacity is in and of itself a strategic challenge. After a recent

January snowstorm that dropped approximately a foot of snow, the Hampton Maintenance crews worked at night to fill 124 truck loads (using five 10-wheelers and one 6wheeler) of snow. At about 14 yards capacity per truck, it took a little more than two minutes to fill up a truck.

Other areas of focus during the winter months include keeping basins, drainage, culverts, etc. free from snow and other debris to minimize "ponding" near or in the travel



Above: New brine road-surface application efforts help provide safer passage on Turnpikes highways Below: Open Road Tolling (ORT) high capacity, high power snow removal in ORT break down lanes during an early January snow storm.



## 511NH.com is Your Source for **Up-to-Date NH Road Conditions**

Go to http://www.nh.gov/dot/511 for easy access to the latest road conditions on NH's highways. There's even a mobile version for your mobile device.

The Road Ahead Page 3

## **Invoice System Improves Customer Service**

ffective with all new transactions, as of \_\_\_ 12:01am, July 1, 2010, the NHDOT changed how it handles unpaid transactions in E-ZPass lanes. Previously, motorists with unpaid transactions, that could not be billed to a valid E-ZPass account, were mailed violation notices that required both the toll amount plus a \$25.00 administrative fee per unpaid transaction. Consistent with an effort to be more customer-focused, these same unpaid transactions will be assessed a \$1.00 per transaction processing fee, in addition to the toll. Customers will receive these invoices in the mail, similar to the old violation

Customers have 30 days to pay the invoice. If no payment is received, a late notice will be

There are several, easy ways to connect

maintain E-ZPass accounts: online at

www.EZPassNH.com, calling 1-877-643-9727,

or by visiting one of our three Walk-In-

Centers (WIC's) between the hours of 10am

WIC's are located in Portsmouth, at the Pease

International Tradeport, Nashua, off Exit 6, in

the former Welcome Center, and Hooskett, at

36 Hackett Hill Road, off Exit 11, Rt. 93 (across

from the Bureau of Turnpikes administrative

and 6pm.

with E-ZPass Customer Service to open or

How Do I Get E-ZPass?

mailed, the \$1.00 per transaction will become \$1.50 per transaction and there will be an additional 30 days to pay. If the payment is still not received within this second 30 days, the unpaid transaction becomes a violation, subject to the same \$25.00 per transaction that has previously been assessed to

E-ZPass continues to be popular with customers and grow toward the 70% market share goal maintained by the Bureau of Turnpikes. As of November 30, 2010, there were 250,111 NH E-ZPass accounts with 428,532 transponders in use. 97.71% were private accounts, 2.25% were business accounts, with 0.03% representing other types of government-use accounts. \*

building). Locations and addresses can be

viewed on our E-ZPass website,

www.EZPassNH.com,

hours

pertinent

operation.

as



### Visit

## www.EZPassNH.com

and open an account to start enjoying faster travel at tolls throughout the Northeast and Atlantic states and a 30% discount on all NH tolls\*

\*NH E-ZPass accounts and in NH only

information such of New Hamsphire EZPASS Beginning in 2011 you can now get your E-ZPass to go

along with other

and use it immediately (see below).

## **E-ZPass On-the-Go Coming**

\_\_\_-ZPass has revolutionized travel by eliminating the need to stop while paying tolls as well as provided the ability to use the same transponder in 14 contiguous Northeast states from Maine to Virginia and as far west as Indiana..

Now, E-ZPass takes another leap forward in convenience by offering E-ZPass On-the-Go, a pre-packaged transponder that is fully live and can be used immediately anywhere E- ZPass is accepted. At a cost of \$30 each, there will be \$9.05 in pre-loaded tolls. The balance is what transponders normally cost-\$20.95. A great benefit to E-ZPass On-the-Go is the ability to give them as a gift or open it and use it immediately for tolls.

It is anticipated that E-ZPass On-the-Go transponders will be available at certain NH Rest Areas, State Liquor Stores, E-ZPass Walk-In-Centers, AAA offices and other retailers. It



is anticipated that customers should be able to purchase E-ZPass On-the-Go transponders by March 2011. More information will be available on the E-ZPass Website including purchase locations:

www.EZPassNH.com. \*

